



STATE OF MICHIGAN

DEPARTMENT OF HUMAN SERVICES  
LANSING

RICK SNYDER  
GOVERNOR

MAURA D. CORRIGAN  
DIRECTOR

**IV-D MEMORANDUM 2013-030**

**TO:** All Friend of the Court (FOC) Staff  
All Prosecuting Attorney (PA) Staff  
All Office of Child Support (OCS) Staff

**FROM:** Erin P. Frisch, Director  
Office of Child Support

**DATE:** October 1, 2013

**SUBJECT:** New Support Specialist Email Address for Partner  
Communications

**UPDATE(S):**

Manual

Form(s)

**RESPONSE DUE:** None

**POLICY EFFECTIVE DATE:** October 1, 2013

**PURPOSE:**

Effective October 1, 2013, child support partners<sup>1</sup> will use a new standard email address when emailing support specialists.

**DISCUSSION:**

When communicating with support specialists via email, child support partners will use the following email address: [DHS-OCS-CaseManagement-Inquiries@michigan.gov](mailto:DHS-OCS-CaseManagement-Inquiries@michigan.gov). A team of support specialists will be assigned to this email inbox to respond to inquiries in a timely manner. This communication method will replace direct email communications to individual support specialists as identified in the current geo/alpha split case assignment. Partners may call support specialists at 866-540-0008; however, email is the preferred communication method. Emails may be responded to more quickly than phone calls.

This procedure is an effort to prepare for the new OCS support specialist Interactive Voice Response (IVR) system (scheduled for early December) as well as future process changes. Support specialists will be in a transition period from October 1 through early December. During this time, customers with child support-related questions or concerns will continue to call OCS support specialists at 866-540-0008.

<sup>1</sup> Child support partners include PA staff, FOC staff, and the State Court Administrative Office (SCAO).

If child support partners email a question to an individual support specialist on or after October 1, their email will be forwarded to the standard support specialist email address. In addition, the sender will receive an automated reply stating that future emails should be sent to the standard support specialist email address.

IV-D staff with inquiries for support specialists must include the IV-D case number in the email subject line. IV-D staff must not include multiple case inquiries within one email.

**NECESSARY ACTION:**

Retain this IV-D Memorandum until further notice.

**REVIEW PARTICIPANTS:**

Program Leadership Group

**CONTACT PERSON:**

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Case Management Operations Manager  
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**CC:**

None

**SUPPORTING REFERENCES:**

None

**ATTACHMENT(S):**

None

**EPF/KM/SM**